



Army Spouse and Retiree Smartcard Pilot

What is it?

The Army Spouse and Retiree Smartcard Pilot program is evaluating smartcard identity authentication as an alternative to username/password login to several Army and DoD websites. The pilot will analyze the smartcard and reader distribution process, the user experience with card reader installation and the overall acceptance of the card as a replacement for username/password login. The Chief Information Officer/G-6 is executing the pilot with support from the Defense Manpower Data Center, Army Knowledge Online, the Assistant Chief of Staff for Installation Management, Installation Management Command, Army G-1 and TRICARE Management Activity.

Why is this important to the Army?

The Army is committed to improving the user experience, as well as defense of the Network and users' data. By replacing usernames and passwords with smartcard authentication, the spouse and retiree community will enjoy more secure access to online resources and their personally identifiable information. The smartcard pilot is part of a larger initiative to protect sensitive data on Army private web servers.

What has the Army done?

The CIO/G-6 introduced the pilot in April 2011 and executed a proof of concept in July at Fort Belvoir, VA, with 45 volunteers. A survey showed that a significant majority of volunteers rated the smartcard experience as positive.

What continued efforts does the Army have planned for the future?

More than 1,000 spouses and retirees have been accepted into the full pilot program, which will run from October 2011 through March 2012, at Fort Belvoir, VA, Fort Bragg, NC, Fort Gordon, GA, Fort Hood, TX, and Fort Jackson, SC. CIO/G-6 will compile pilot results from survey and AKO metric data to develop a cost-benefit analysis. Senior Army leaders will receive pilot findings in April 2012.

ARMY CIO/G-6